

SECTION 12

PRE-CERTIFICATION FOR RADIOLOGICAL SERVICES

The MO HealthNet Division (formerly known as the Missouri Division of Medical Services) has implemented a pre-certification for radiological services. Pre-certification serves as a utilization management tool allowing payment for services that are medically necessary, appropriate and cost-effective without compromising the quality of care to MO HealthNet participants.

Effective for dates of service May 1, 2007 and after, the following radiological services require pre-certification for all MO HealthNet participants unless provided in an inpatient hospital or emergency room setting.

72125	72128	72131	72141	72147	72156
72126	72129	72132	72142	72148	72157
72127	72130	72133	72146	72149	72158

Effective for dates of service June 12, 2007 and after, the following radiological services require pre-certification for all MO HealthNet participants unless provided in an inpatient hospital or emergency room setting.

70450	70470	70552
70460	70551	70553

Effective for dates of service July 17, 2006 and after, the following radiological services require pre-certification for all MO HealthNet participants unless provided in an inpatient hospital or emergency room setting.

71250	71270	71550	71552
71260	71275	71551	71555

INITIATING PRE-CERTIFICATION REQUESTS

All requests must be initiated by an enrolled MO HealthNet provider and approved by MO HealthNet. Before initiating a request, providers are encouraged to sign up for the new MO HealthNet Web tool – CyberAccessSM – which automates the pre-certification process. To become a CyberAccessSM user, contact the ACS Heritage help desk at 1-888-581-9797 or 573-632-9797, or send an E-mail to:

MoMedCyberaccess@heritage-info.com

The CyberAccessSM tool allows each pre-certification to automatically reference the individual participant's claim history, including ICD-9 diagnosis codes and CPT

procedure codes. Requests for pre-certification will also be taken by the MO HealthNet call center at 800-392-8030, option 2. In order to be approved, requests must meet medical criteria established by the MO HealthNet Division. These documents are available through the MO HealthNet Web site at:

<http://dss.mo.gov/mhd/cs/medprecert/pages/medprecert.htm>

If a pre-certification request submitted through CyberAccessSM is denied, providers may click on the box to have a MO HealthNet call center representative contact them. The call center is available Monday through Friday, from 8:00 am to 5:00 pm (CST), excluding state holidays.

PLEASE NOTE: An approved pre-certification request does not guarantee payment. The provider must verify participant eligibility on the date of service using the Interactive Voice Response (IVR) System at 573-635-8908 or by logging on to the MO HealthNet billing Web site at <http://www.emomed.com>.

PRE-CERTIFICATION APPROVAL TIME FRAME

All radiological pre-certifications will be issued for a 14-day period. Approved procedures must be performed within 14 days from the date for which the approval is issued. This approval time frame applies to all radiological procedures which require pre-certification.

Criteria for pre-certification are posted on the MO HealthNet Web site:

<http://dss.mo.gov/mhd/cs/medprecert/pages/medprecert.htm>

Providers should frequently reference this site for updates.

PARTICIPANT APPEAL RIGHTS

When a pre-certification request is denied, the participant will receive a letter which outlines the reason for the denial and the procedure for appeal. The State Fair Hearings Process may be requested by the participant, in writing, to the MO HealthNet Division, Participant Services Unit (PSU), P.O. Box 3535, Jefferson City, MO 65102-3535. The Participant Services Unit may also be called toll free at 1-800-392-2161 or 573-751-6527 at the caller's expense. The participant must contact the PSU within 90 days of the date of the denial letter if they wish to request a hearing. After 90 days, requests for an appeal are denied.